TABLE NO. [ ]

MULTIMEDIA UNIVERSITY

STUDENT ID NO.

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2015/2016

TIS 3251– INFORMATION SYSTEMS PLANNING AND DEVELOPMENT

(All Sections / Groups)

10 MARCH 2016
9:00 a.m. – 11:00 a.m.
(2 Hours)

Question	Marks
Total (60%)	

INSTRUCTION TO STUDENT

1. This Question paper consists of **TWELVE** pages with **SEVEN** questions only.
2. Answer any **SIX** out of the **SEVEN** questions.
3. If you answer all questions, **ONLY** the FIRST six questions will be marked.
4. Each question carries **10 marks** and the maximum marks allotted are **60 marks**.
5. Please print all your answers **clearly** and **neatly** in the specified **ANSWER BOX** provided for each question.

Question No. 1

a. What is an information system? What are some of the ways information systems are changing our lives?

(4 marks)

b. What is a model? What is the purpose of using a model?

(3 marks)

Continued...

c. Give two examples on how a transaction processing systems can be used to gain competitive advantage.

(3 marks)

Question No. 2

a. What is a Human Resource Management Information System (MIS)? What are its outputs?

(4 marks)

Continued...

b. Define *decision support system*. What are its characteristics?

(3 marks)

c. What is a learning system? Give a practical example of such a system.

(3 marks)

Continued...

Question No. 3

a. Describe the fundamental differences between batch processing and online processing. What is in-line processing?

(3 marks)

b. What is service-oriented architecture, and how does it relate to Web services?

(4 marks)

Continued...

c. What is the difference between systems investigation and systems analysis? Why is it important to identify and remove errors early in the systems development life cycle?

(3 marks)

Question No. 4

a. Explain two of the steps involved in testing the information system.

(3 marks)

Continued...

b. Describe two reasons for program maintenance. Explain one type of maintenance.

(4 marks)

c. Describe the importance of documentation under the systems development life cycle (SDLC) methodology.

(3 marks)

Continued...

Question No. 5

a. What are the major trade-offs in a make-or-buy decision?

(3 marks)

b. Describe the role of the vendor for each of the three phases of the purchasing life cycle.

(3 marks)

Continued...

c. What are the roles of the business manager's project sponsor and project champion, and why are they important?

(4 marks)

Question No. 6

a. What is a balanced scorecard approach, and why might it be useful for measuring overall information systems performance?

(3 marks)

Continued...

b. Explain two of the global Information Systems (IS) management challenges that are faced by IS leaders today?

(4 marks)

c. What is meant by the term *identity theft*? What can happen to a person who is the victim of identity theft?

(3 marks)

Continued...

Question No. 7

a. List at least three activities (in the correct sequence) that are involved in the sales order process of the SAP's Sales and Distribution module.

(3 marks)

b. Explain how to balance the accounts of the Bank, Inventory, Goods Receipt and Invoice Receipt, and Vendor's Account Payable, in the materials management and financial accounting integration (by using your own example/figure).

(4 marks)

Continued...

c. List at least three activities (in the correct sequence) that detailed the procure-to-pay process of the SAP's Materials Management module.

(3 marks)

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